

UPDATE: 17 SEP 2012

This is a coordinated message update from SDDC and the Joint Program Office for Household Goods Systems (JPMO HHGS).

Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices, and DOD-approved Transportation Service Providers:

The DPS Category 2 outage scheduled for 17 September 2012 is cancelled and will be repackaged with the Siebel product upgrade planned for 22 September 2012. We appreciate your support.

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Ms. Roni McDaniels, JPMO HHGS

Ms. Jill Smith, HQ SDDC

DATE: 14 SEPTEMBER 2012

FROM: SDDC-PP SCOTT AFB, IL

TO: MILITARY SERVICE HEADQUARTERS REPRESENTATIVES, WORLDWIDE PERSONAL PROPERTY SHIPPING OFFICES (PPSOS), AND DOD-APPROVED PERSONAL PROPERTY TRANSPORTATION SERVICE PROVIDERS (TSPS)

SUBJ: DEFENSE PERSONAL PROPERTY SYSTEM (DPS) SCHEDULED OUTAGES

1. THIS IS A COORDINATED MESSAGE BETWEEN SDDC AND THE JOINT PROGRAM MANAGEMENT OFFICE FOR HOUSEHOLD GOODS SYSTEMS (JPMO HHGS), AND ANNOUNCES TWO DISTINCT SYSTEM OUTAGES SCHEDULED ON 17 SEPTEMBER AND 22 SEPTEMBER 2012 RESPECTIVELY.

2. JPMO HHGS WILL IMPLEMENT A CATEGORY TWO (2) SYSTEM PROBLEM REPORT (SPR) PATCH MONDAY, 17 SEPTEMBER 2012, FROM 2100-0100 HOURS CENTRAL DAYLIGHT TIME (CDT). THIS DOWNTIME IS REQUIRED TO REPAIR ERRORS FOUND IN THE PRODUCTION BASELINE. REPAIRS INCLUDE THE FOLLOWING SPRS:

- A. SPR 6893, REQUIRED DELIVERY DATE (RDD) INCORRECT CALCULATION CODE J
- B. SPR 6890, INCORRECT PPSO PHONE NUMBER ON EMAIL
- C. SPR 6889, TOPS INTERFACE-SHIPMENT LEVEL STATUS (DB)
- D. SPR 6888, CUSTOMER NAME NOT SHOWING ON CUSTOMER COMMENT EMAIL

3. JPMO HHGS WILL ALSO IMPLEMENT A COMMERCIAL OFF THE SHELF (COTS) SIEBEL PRODUCT UPGRADE ON SATURDAY, 22 SEPTEMBER 2012, WHICH IS NECESSARY TO MAINTAIN COMPLIANCE WITH SYSTEM AUTHORITY TO OPERATE (ATO) ACCREDITATION. THIS TECHNICAL UPGRADE WILL SUPPORT DPS ACCESS FROM THE SAFARI WEB BROWSER USED BY MAC USERS AND MANY OF THE SYSTEM GRAPHICAL USER INTERFACES (GUIS), AND IS USED EXTENSIVELY IN

THE CLAIMS AND ANALYTICS MODULES. THE UPGRADE WILL REQUIRE A SIGNIFICANT OUTAGE; DPS WILL BE UNAVAILABLE FROM 0600-2000 HOURS CENTRAL DAYLIGHT TIME (CDT).

4. REPORT TECHNICAL ISSUES TO THE SYSTEM RESPONSE CENTER (SRC) HELPDESK.

A. EMAIL: SDDC.SAFB.DPSHD@US.ARMY.MIL

B. TELEPHONE: TOLL FREE (800) 462-2176; COMM (618) 220-7332; DSN 312-770-7332

C. INTERNET: [HTTPS://WWW.SDDC-SRCHELPME.COM](https://www.sddc-srchelpme.com).

5. EMAIL QUESTIONS TO ARMY.SDDC.SAFB.PPCF@MAIL.MIL.

6. THIS MESSAGE IS APPROVED FOR RELEASE BY MS. JILL SMITH, CHIEF, BUSINESS PROCESSES AND SYSTEMS INTEGRATION DIVISION, HQ SDDC.